

Measure	Ref	Target	February	Status	Comments
Customer Access					
Cost per Transaction (Face to Face)	CAO1	£4.50	£2.98		Annual measure, reported quarterly 1 month in arrears; smaller is better target.
First Contact Resolution by Channel (Face to Face)	CAO3	97.5%	100.0%		
First Contact Resolution by Channel (Telephony)	CAO3	95.5%	100.0%		
Average Call Quality Assessment (Face to Face)	CAO4	95.0%	99.3%		
Average Call Quality Assessment (Telephony)	CAO4	95.0%	95.0%		
% of Contact not Abandoned (Face to Face)	CAO5	85.0%	99.6%		
% of Contact not Abandoned (Telephony)	CAO5	90.0%	96.0%		
Complaints Handling	CAO7	90.0%	100.0%		Annual Measure
Provision of Management Data	CAO9	100.0%	100.0%		
HR & Payroll					
Accuracy of Contracts	HRO1	95.0%	100.0%		
Accuracy of Payment	HRO2	99.5%	99.9%		
% of Enquiries Resolved at First Point of Contact	HRO3	80.0%	98.9%		
P45s issued within 3 working days	HRO4	98.0%	100.0%		
Manual Cheques issued within 1 working day	HRO5	98.0%	100.0%		
Non-Statutory Returns by Due Date	HRO6	100.0%	100.0%		
Quality of Information Given to Caller	HRO7	90.0%	100.0%		
% Contracts of Employment Issued within 15 working days	HRO8	90.0%	100.0%		
CRB Process	HRO9	95.0%	100.0%		
Provision of Management Data	HRO10	100.0%	100.0%		
ICT					
% Availability of RMBC Voice & Data Network	ICTO1	99.0%	99.99%		

% Availability of Business Critical Applications	ICTO2	99.0%	99.30%		
% Availability of Telephony Systems	ICTO3	99.0%	100.00%		
% Faults Fixed in Agreed Timescales	ICTO4	94.0%	96.79%		
% ICT Change Requests Completed in Agreed Timescales	ICTO5	95.0%	95.56%		
% Complex Change Requests Completed to Agreed Specification	ICTO6	85.0%	88.89%		
First Contact Resolution	ICTO7	30.0%	49.57%		
% Print Jobs Completed as Agreed	ICTO8	95.0%	100.00%		
Anti-Virus Measure	ICTO9	N/A	98.88%		Current position at the end of the contract. Baselineing was being undertaken prior to target being negotiated.
Average Time Taken to Answer Calls	ICTO10	85.0%	96.31%		
Procurement					
% Catalogued Goods or Services Delivered within Lead Times	PO1	88.72%	98.66%		
% Cheque Requests Processed on Next Available Payment Run	PO2	98.46%	100.00%		
% Undisputed Invoices Input within 25 calendar days	PO3	99.22%	99.79%		
% non-eRFQ Open Requisitions Consolidated into Purchase Orders	PO4	78.00%	84.82%		
% Framework Agreements Risk Assessed for Impact on Local Economy	PO5	96.00%	100.00%		Quarterly measure, additional information for tracking
% Framework Agreements Developed with consideration given to Sustainability	PO8	98.00%	100.00%		Quarterly measure, additional information for tracking
Provision of Management Data	PO9	100.00%	100.00%		
Revenues & Benefits					
% Council Tax Collected	RBO1	97.0%	95.21%		Annual measure, information for monitoring
% NNDR Collected	RBO2	98.5%	96.51%		Annual measure, information for monitoring
Time Taken to Process HB/CTB New Claims and Change Events	RBO3	12 days	12.79 days		Annual smaller is better measure, information for monitoring
Number of Fraud Prosecutions & Sanctions per 1000 caseload	RBO4	4.20	7.36%		Annual measure, information for monitoring
Cumulative Council Tax Arrears as compared to Council Tax Year End Total Collectable Debt	RBO5	TQM	-		Annual smaller is better measure; information not available until year end
Year End Council Tax Write Off as % of Collectable Debt	RBO6	TQM	0.1586%		Annual smaller is better measure, information for monitoring
Number of Changes in HB/CTB Entitlements within the year per 1000	RBO7	TQM	-		Annual measure; information not available until year end

Level of LA Overpayments not to exceed LA Error Local Subsidy Threshold	RBO8	<0.48%	0.25%		Annual smaller is better measure
Total Amount of HB Overpayments recovered in period as % of HB Overpayments outstanding	RBO9	41.0%	48.70%		Annual measure
% New Benefit Claims Decided within 14 days of Receipt	RBO10	92.5%	93.65%		Annual measure, information for monitoring
Total Amount of HB Overpayments written off during the period as % of Total Amount of HB Overpayments	RBO11	<6.99%	2.00%		Annual smaller is better target, information for monitoring
% Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks	RBO12	90.0%	90.99%		Annual measure, information for monitoring
% HB/CTB Appeals Submitted to the Tribunal Service in 4 weeks	RBO13	90.0%	100.00%		Quarterly measure, information for monitoring
Provision of Management Data	RBO14	100.0%	100.00%		
First Contact Resolution	RBO15	85.0%	98.20%		Quarterly measure, information for monitoring

Key:					On track to meet target
					Slightly behind target
					Target failed
					Unclassified / Target and/or performance unknown